

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 4 - HICAP Services of Northern California

From: 07/01/2010 To: 06/30/2011

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	1,974	104	6,770	51,926	1,022	1,094	1,704	1,036	141.62
CDA Established Benchmark	1,933	94	6,046	6,726	364	439	1,738	268	1.37
Needed to Reach Benchmark	-41	-10	-724	-45,200	-658	-655	34	-768	-140.25
% Above or Below Benchmark	-2.12	-10.64	-11.97	-672.02	-180.77	-149.20	1.96	-286.57	-10,237.41
Results for Same Time Last Year	1,193	79	3,535	8,758	498	677	1,187	706	19.78
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			21.2	162.3	18.9	12.4	5.3	3.2	
CMS Minimum Attainment			25.2	33.7	33.8	37.8	18.0	8.9	
CMS Exemplary Attainment			62.8	276.4	75.5	117.1	40.1	27.7	